

Exhibit 10
Washington Health Program
Denial, Appeals, Grievances (DAG) and Independent Reviews
Instructions

Calendar Quarter:	Quarter in which Grievances were received:	
	3 rd - July-September, 2010	4 th - October-December, 2010
	1 st - Jan-March, 2011	2 nd - April-June, 2011
	3 rd - July-September, 2011	4 th - October-December, 2011
Report Submission:	3 rd Quarter, 2010	Due: November 1, 2010
	4 th Quarter, 2010	Due: February 1, 2011
	1 st Quarter, 2011	Due: May 1, 2011
	2 nd Quarter, 2011	Due: August 1, 2011
	3 rd Quarter, 2011	Due: November 1, 2011
	4 th Quarter, 2011	Due: February 1, 2012

Submittal Instructions

- Written analysis of data outcomes must be submitted electronically through the secure HCA Valicert web site (<https://sft.wa.gov>). **Submitter must send an upload notification to HCA at tbde-mail@hca.wa.gov for the Washington Health Program.**
- Submissions must be labeled with CONTRACTOR name, reporting year and quarter, and line of business
- Claims data used for this analysis must be made available to HCA within 10 business days of request and will then be reported and loaded separately onto the secure web site by line of business to ensure compliance with HIPAA privacy requirements.
- HCA reserves the right to audit any reported complaint, grievance, or appeal upon providing 14 calendar days notice to CONTRACTOR.

Content Guidance

The report that is sent to HCA quarterly will provide the CONTRACTOR's analysis of it's DAGs. HCA will not dictate the format or information that is to be included in the report. However, CONTRACTOR must provide the overall picture of how the DAGs are being addressed and include details of how the CONTRACTOR is meeting State and Federal law.

HCA reserves the right to require additional data from CONTRACTOR at any time.

Definitions

For the purposes of reporting, CONTRACTOR must provide a data set which includes and is compliant with the definitions contained in the Patient Bill of Rights (PBOR) chapter 48.43 RCW.